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ATTORNEY DOCKET NO. ALORCIA-2001  
Serial No.: 09/826,121

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant :	Andy Lee	Group Art Unit 2162
Appl. No. :	09/826,121	
Filed :	April 4, 2001	
For :	...CUSTOMER SERVICE AND SUPPORT MANAGEMENT	
Examiner :	Jean Corrielus	

Statement of Unintentional Delay

Commissioner For Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

The undersigned confirms that entire delay in filing the required reply from the due date for the required reply until the filing of a grantable petition under 37 CFR 1.137(b) was unintentional. In fact, there was confusion caused by the situation. A notice of allowance was mailed on April 21, 2009. At that time, the applicant realized that there were a few very minor issues in the claims, as they existed.

An RCE was filed July 10, 2009 to correct these issues. A new notice of allowance was mailed August 5, 2009. However,

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through a docketing error, this was not docketed by the undersigned.

The notice of abandonment mailed November 20, 2009 alerted the undersigned to the unintentional docketing error, and this petition was immediately filed thereafter.

Please charge any fees due in connection with this revival, or the payment of the issue fee, (other than those concurrently paid via credit card), to Deposit Account No. 50-4376.

Respectfully submitted,

Date: 11/21/2009 \_\_\_\_\_ /Scott C Harris/  
Scott C. Harris  
Reg. No. 32,030

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